



## MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager  
Bureau of Communication and Computer Services

DATE: June 30, 1999

SUBJECT: Message Waiting Indication

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Previously, CMS offered two methods for obtaining visual message waiting indication (VMWI) with voice mail service: voltage and CLASS. CMS has recognized several service disadvantages when using **voltage message waiting indication** and will **discontinue** that offering **effective July 1, 1999**. We are no longer accepting orders for voltage message waiting. However, if you are still using that service it will continue to be available unless Ameritech converts your location to fiber.

Over time, Ameritech will be moving towards fiber facilities which will not support voltage message waiting. This type of message waiting indication is already precluded in many central offices. Ameritech can decide at any time to convert a location from copper to fiber and voltage message waiting may or may not continue to work.

CLASS message waiting is a more efficient and effective message waiting indication and **CMS encourages you to convert at your earliest possible convenience**. Also, please understand that whether you choose to have voltage message waiting removed from your lines or it becomes immediately unavailable at your location, you will need to submit a TSR to discontinue incurring the \$1.10 per month line charges. CLASS is free.

Please consult the attached pages detailing the service differences between the two types of message waiting indication. **Please note that a telephone instrument change may be required in order to use the CLASS feature.**

If you have questions about your voice mail message waiting indication, please do not hesitate to contact your CSS.

FC:dw

### **Voltage Message Waiting:**

- a high DC voltage sent down a telephone line causing a light in the telephone set or adjunct lamp to light
- available out of DMS central offices only
- requires a service order to Ameritech to change the office equipment that the light works on
- most newer sets/add-ons will not work
- incurs a monthly \$1.10 line charge
- if added to a line that also has a busy lamp field (blf) appearance on a p-phone, the blf appearance automatically drops off of the p-phone and must be programmed back on
- will only work over copper cable facilities
- may stop working without notice

### **Popular Voltage-compatible telephone sets:**

- Nortel M8000 series sets (i.e. M8009, M8314, M8417) - most affected
- Comdial voice Express single line and multi-line adjuncts
- Some 2500-type sets with high voltage lamps
- Stand-alone beehive lamps

### **Alternatives to using the Nortel M8000 series:**

- Nortel M9000 series
- Venture 3-line sets
- CLASS MWI add-on lights

### **Product replacements:**

- the Nortel M8314 and M8417 will be replaced by the Nortel M9316 and M9417
- if you need an M8009\*\* with message waiting light functionality, you might want to select an M9216
- some add-on caller i.d. boxes and various message waiting lights

\*\* the M8009 will still be available, but the message waiting light will not be capable of activation with voltage message waiting.

### **CLASS Message Waiting Indication:**

- data burst sent down the line and then decoded into a visual indication by a CLASS compatible set or stand alone box
- usually accompanied by stutter dial tone
- offered in all central offices
- can be added like a program change - if you use centrexmate, you can do it yourself
- most newer sets/add-ons will work with CLASS
- CLASS is free
- CLASS has no problem with the busy lamp field key
- will work over any facility

### **Popular CLASS compatible sets:**

- All Nortel M9000 series sets (i.e. M9216, M9316, M9417)
- Venture 3-line sets
- Maestro cordless phones and certain other Maestro sets
- Norstar EKS systems - these require CLASS trunk cards and upgraded software in KSU